



State of California-Health and Human Services Agency

Department of Health Care Services

P.O. Box 989009, West Sacramento, CA 95798-9850

Cov Lus Qhia Tseem Ceeb Rau Cov Neeg Muaj Kev Tsis Taus thiab Cov Neeg Laus

Koj puas mus cuag Medi-Cal ib tug kws kho mob ua ntej rau npe rau hauv ib qho kev pab them nqi kho mob?

Tej zaum koj tseem yuav mus cuag tau tus kws kho mob ntawd kom txog li ntawm 12 lub hlis thaum koj nyob hauv ib qho kev pab them nqi kho mob tsuav yog tias tus kws kho mob pom zoo koom tes ua hauj lwm nrog qhov chaw pab them nqi kho mob. Yog hais tias koj tseem xav mus cuag tus kws kho mob ntawd, ua raws li cov kauj ruam no:

- Hu rau koj qhov chaw pab them nqi kho mob tshiab – saib nplooj tom ntej no rau koj qhov chaw pab them nqi kho mob cov xov tooj
- Qhia rau koj qhov chaw pab them nqi kho mob tias koj tseem xav mus cuag koj tus kws kho mob hauv Medi-Cal
- Qhia rau koj qhov chaw pab them nqi kho mob lub npe ntawm koj tus kws kho mob hauv Medi-Cal
- Qhov chaw kho mob yuav tsum tau hu rau tus kws kho mob ntawd sawv cev koj thiab qhia rau koj seb koj puas tseem mus cuag tau tus kws kho mob ntawd
- Yog hais tias qhov chaw pab them nqi kho mob hais tias tsis kam, nug lawv seb yuav thov lub rooq hais kev tsis txaus siab li cas

Koj qhov chaw muab kev pab them nqi kho mob yuav pab kom koj tau:

- Kev pab nrhiav tsheb thauj mus los rau ntawm koj tus kws kho mob qhov chaw ua hauj lwm
- Cov ntaub ntawv sau ua lwm hom ntawv, nrog rau cov ntawv Braille rau cov neeg dig muag, kaw ua suab, thiab cov ntawv ntaus loj loj
- Kev pab teb koj cov lus nug ua koj hom lus, nrog American Sign Language rau cov neeg piav tes

Koj xaiv tau tus kws kho mob uas pab tau cov kev siv tau yooj yim uas koj xav tau.

Hu rau koj qhov chaw kho mob txog cov lus qhia ntxiv txog cov chaw muab kev pab uas pab tau cov kev siv tau yooj yim uas koj xav tau, nrog rau:

- Cov chaw nres tsheb uas siv tau yooj yim
- Chaw tawm thiab nkag ntawm ntug kev tsheb thiab lwm hom kev tawm thiab nkag
- Cov qhov rooj uas qhib dav txaus rau ib lub rooj zaum cab los yog ib lub rooj zaum fais fab muaj log (scooter)
- Cov chav soj ntsuam uas siv tau yooj yim
- Cov rooj thiab cov twj luj ceeb thawj uas siv tau yooj yim

Koj qhov chaw pab them nqi kho mob phau ntawv teev cov chaw muab kev pab tej zaum yuav muaj cov twj cim uas ua rau yooj yim rau koj los xaiv ib qho chaw muab kev pab uas muaj cov kev xaiv saum toj no. Xyuas koj qhov chaw pab them nqi kho mob phau ntawv teev cov chaw muab kev pab rau cov twj cim thiab seb ib qho twj cim txhais li cas.

Yog yuav hu rau koj qhov chaw pab them nqi kho mob, thov siv cov xov tooj nram qab no:

Chaw Pab Them Nqi Kho Mob	Tus Xov Tooj	TDD/TTY
Health Plan Name	(XXX) XXX-XXXX	(XXX) XXX-XXXX

Yog tias koj tseem xav tau kev pab ntxiv, thov hu rau Medi-Cal Chaw Khiav Dej Num ntawm Tus Thawj Tswj Xyuas Teeb Meem (Office of the Ombudsman) ntawm (888) 452-8609 thaum 8:00 teev sawv ntxov txog rau 5:00 teev tsaus ntuj Zwj Hli (Monday) txog Zwj Kuab (Friday).

Yog hais tias koj qhov chaw pab them nqi kho mob tsis pom zoo rau, txo, los yog nres ib qho kev pab, koj teev tau ib daim ntawv tsis txaus siab nrog rau koj qhov chaw pab them nqi kho mob. Yog hais tias daws tsis tau qhov teeb meem koj muaj cai kom tau ib qho State Hearing. Koj teev tau daim ntawv thov kom muaj ib qho State Hearing los ntawm qhov hu rau (800) 952-5253 los yog TDD/TTY (800) 952-8349 thaum 8:00 teev sawv ntxov txog rau 5:00 teev tsaus ntuj Zwj Hli (Monday) txog Zwj Kuab (Friday).